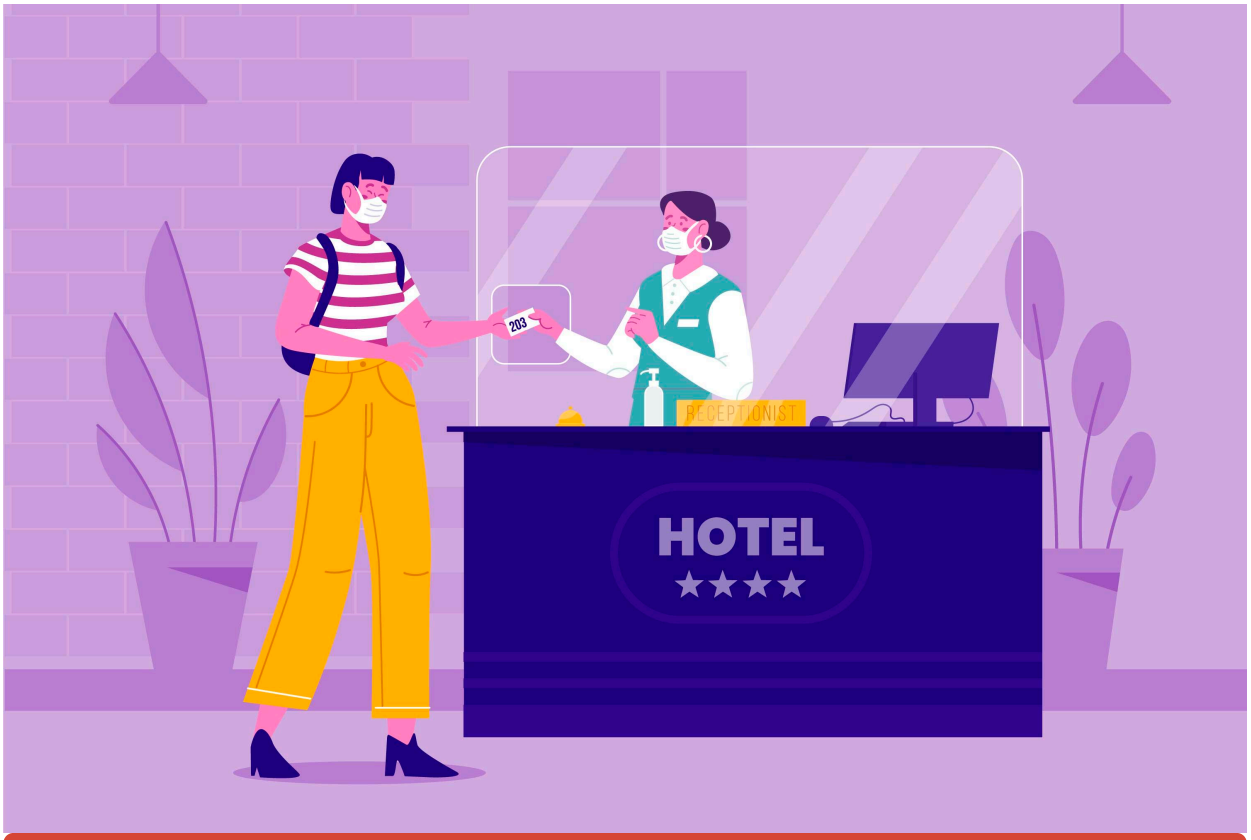


Designing and Securing Guest Wi-Fi for Hospitality Environments

Duration: 5 Days

Language: en

Course Code: IND15 - 134

Objective

By the end of this course, participants will be able to:

- Recognize the value and operational use of guest Wi-Fi in hospitality.
- Understand the basic architecture and design principles of wireless networks.
- Design Wi-Fi networks that are stable, scalable, and secure.
- Conduct site surveys and plan network capacity based on guest needs.
- Identify and manage common wireless security threats.
- Optimize bandwidth use and troubleshoot connectivity issues.
- Enhance the guest experience through easy-to-use access points and portals.

- Apply legal and ethical standards to guest Wi-Fi deployment.

Audience

This course is ideal for hospitality and IT professionals responsible for delivering reliable and secure wireless access, including:

- IT Managers and Technicians.
- Network and Systems Administrators.
- Hotel and Resort Managers.
- Facilities and Operations Supervisors.
- Cybersecurity Coordinators.
- Technical Support Teams.
- Technology Vendors and Consultants.

Training Methodology

This training combines theory with practical application. Participants will engage in structured exercises, group discussions, and real-life troubleshooting simulations. The course features walkthroughs of design tools, network configuration demonstrations, and interactive sessions on Wi-Fi performance analysis. Learners will gain hands-on knowledge that can be directly applied to live environments, ensuring a balance between understanding concepts and executing tasks in the field.

Summary

In the modern hospitality industry, reliable and secure Wi-Fi is no longer optional—it’s a key expectation. This course offers a clear and practical guide to planning, deploying, and managing guest Wi-Fi networks within hotels and hospitality spaces. You will explore how guest Wi-Fi affects both guest satisfaction and business operations, while learning how to build networks that are fast, secure, and easy to use.

Through real-world examples and interactive discussions, this course walks you through essential aspects like wireless network design, site surveys, signal coverage, segmentation, and

performance tuning. You'll also explore how to prevent cyber threats, respect data privacy, and comply with legal standards, all while creating a smooth and professional online experience for guests.

Course Content & Outline

Section 1: Foundations of Guest Wi-Fi Networks

- What is guest Wi-Fi and why it matters in hospitality.
- Benefits for guests and operations.
- Key components of a basic guest network setup.
- Overview of network types and topologies.
- Introduction to essential networking terms (SSID, IP, bandwidth, etc.).
- Real-life use cases of guest Wi-Fi in hotels.

Section 2: Network Design Essentials

- Steps involved in guest Wi-Fi planning and layout.
- What is a site survey and why it's important.
- Tools and techniques used for surveying signal strength.
- Planning network capacity for expected user volume.
- Choosing and placing access points effectively.
- Introduction to guest network segmentation and traffic isolation.
- Implementing VLANs for secure user separation.
- Common design errors to avoid in hospitality networks.

Section 3: Keeping Guest Wi-Fi Secure

- Why Wi-Fi security is critical in public spaces.
- Common risks: unauthorized access, rogue APs, and data interception.
- Security best practices: SSID control, password settings, and firewall rules.
- Overview of encryption and authentication types (WPA2, WPA3, captive portals).
- Using firewalls and security gateways for guest access.
- Creating user access policies and managing device limits.
- Managing network access and tracking guest sessions.

Section 4: Performance Optimization and Troubleshooting

- How to monitor Wi-Fi usage and bandwidth consumption.
- Balancing bandwidth between users and services.
- Quality of Service (QoS) techniques to prioritize important traffic.
- Network monitoring tools for detecting issues.
- Common troubleshooting methods for connectivity problems.
- Performance metrics to track reliability and guest satisfaction.

Section 5: Guest Experience and Wi-Fi Compliance

- Designing guest-friendly login and authentication pages.
- Customizing welcome portals with branding and terms of use.
- Understanding legal and privacy responsibilities (data retention, user consent).
- Ensuring compliance with local internet regulations.
- Gathering and using guest feedback to improve Wi-Fi service.
- Final recap: key takeaways and practical checklists.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

AI, Data and Visualisation, Entertainment, Hospitality & Sports, Technology

Tags

Modern Hospitality, Guest Wi-Fi, Network Design

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